

## Maynard G. (Brandy) Brandon

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**From:** Maynard G. (Brandy) Brandon [Maynard.Brandon@Comcast.net]  
**Sent:** Thursday, June 10, 2010 3:58 PM  
**To:** 'Kelly, Timothy'  
**Cc:** 'cac@acton-ma.gov'; 'sledoux@acton-ma.gov'  
**Subject:** Janet Manzelli of Audubon Hill  
**Attachments:** Citizen Problem

Tim,

I have attached a copy of an e-mail I sent to you on May 13, 2010 concerning Comcast's Internet telephony service for Janet Manzelli. This morning, June 11, 2010, I received another call from Ms. Manzelli stating that, despite visits from Comcast personnel who examined inside and outside equipment and infrastructure, the problem remains. To be specific, after five or six soft beeps, her calls are dropped. It does not matter if the calls are incoming or outgoing.

You promised to follow up with me on Ms. Manzelli's problem in your same-day response to the attached e-mail. Subsequent to Ms. Manzelli's first complaint, we had a meeting with Town Manager Steve Ledoux and a contingent of dissatisfied customers from Audubon Hill. A recurring complaint is the first piece of feedback that I (i.e., the Cable Advisory Committee) have received. This is not good.

Internet access is approaching the status of a life-line service. The citizenry and the government have assumed for quite a few years that telephony is a life-line service, almost a right. Ms. Manzelli is caring for a dying relative and clearly has enough to deal with without worrying about whether an emergency call for help or an emotionally loaded discussion with or about a dying relative is terminated. Please get your people to fix her problem.

There is a meeting of the Cable Advisory Committee this evening. I would appreciate a response that I can convey to the Committee and Ms. Manzelli before tonight's meeting.

Thank you,  
Brandy

Maynard G. Brandon  
Chairman  
Acton Cable Advisory Committee